



NeighborhoodStat

Improve the quality of life in our neighborhoods and community by focusing on infrastructure, eradicating blight and strengthening public safety to attain a livable and sustainable City.

Mayor Pedro E. Segarra

08/27/2013

Agenda

August 27, 2013 Meeting

- ▶ Livable and Sustainable Neighborhoods Initiative (LSNI) Update
- ▶ 311 Data
- ▶ Department Data and Analysis
- ▶ DPW Lost Time by Category and Org

(Pre) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Blight Prevention Consultation Inspection	3	8	5	15	8	11	0	2	16	36
Property Survey for ABO Process	0	20	9	26	1	42	10	23	20	111
Properties received Preliminary ABO Letters	9	30	6	22	8	25	10	27	33	104

Implementation of the Anti-Blight Ordinance

Livable and Sustainable Neighborhood Initiative Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Properties received Notice of Violation of ABO	0	28	2	14	2	13	3	18	7	73
Properties abated before Citations issued	1	2	0	2	1	3	3	3	5	10
Properties abated of all ABO violations	1	2	0	5	1	6	3	7	5	20

Implementation of the Anti-Blight Ordinance Continued

Livable and Sustainable Neighborhood Initiative Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Properties cited for Violation of ABO	2	32	2	13	4	17	1	12	9	74
Citation Appeal Hearings	3	13	2	4	0	3	5	8	10	28
Forbearance Agreements (Due to New Owner)	2	4	1	2	0	1	0	2	3	9

(Post) Anti-Blight Enforcement

Livable and Sustainable Neighborhood Initiative Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Lien Inspections for Default Judgments	3	25	0	7	5	10	3	12	11	54
Tax Deferral Inspection	1	7	2	15	1	10	1	8	5	40

Citations Fines & Lien Judgments

Livable and Sustainable Neighborhood Initiative Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Total Amount of Citations Accruing (April 2012 - Present)	\$ 2,073,400.00		\$ 1,096,384.00		\$ 1,035,976.00		\$ 790,144.00		\$ 4,995,904.00	
Total Amount Fines Collected (Dec 2011 - Present)	\$ 10,000.00		\$ 14,700.00		\$ 12,300.00		\$ 38,920.00		\$ 75,920.00	
Citation Action Committee	0	34	0	12	0	17	0	14	0	77
Moved Toward Legal Action	0	29	0	10	0	15	0	11	0	65
Lien Judgment Amount	\$ 1,691,604.00		\$ 835,072.00		\$ 372,012.00		\$ 1,131,024.00		\$ 4,029,712.00	
Lien on Land Records	0	11	0	9	0	3	0	5	0	28
Recommended for Foreclosure	0	20	0	3	0	8	0	10	0	41
In Foreclosure Process	0	1	0	0	0	0	0	0	0	1

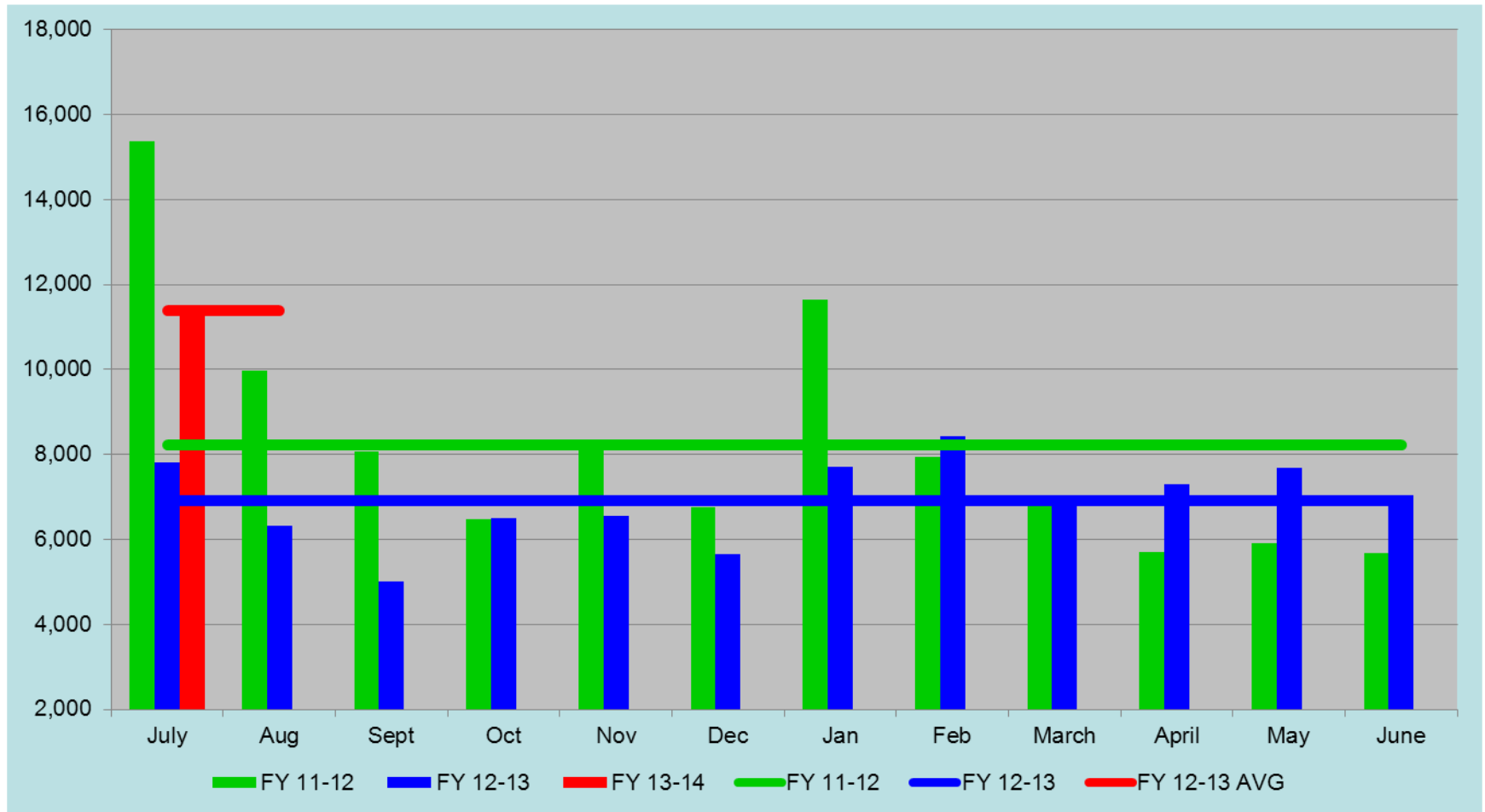
LSNI Crew

Data as of August 27, 2013	North		Central		West		South		Citywide	
	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present	7/20/13-8/23/13	1/25/13-Present
Private Property Nuisance Abatements by LSNI Crew (as of 1/25/13)	11	64	2	12	8	19	11	25	32	120
COH Property CleanUps by LSNI Crew (as of 3/22/13)	48	143	32	91	4	20	12	33	96	287

Hartford Restoration Project (HRP)

[illegible]

311: Incoming Call Volume



Telephone Performance

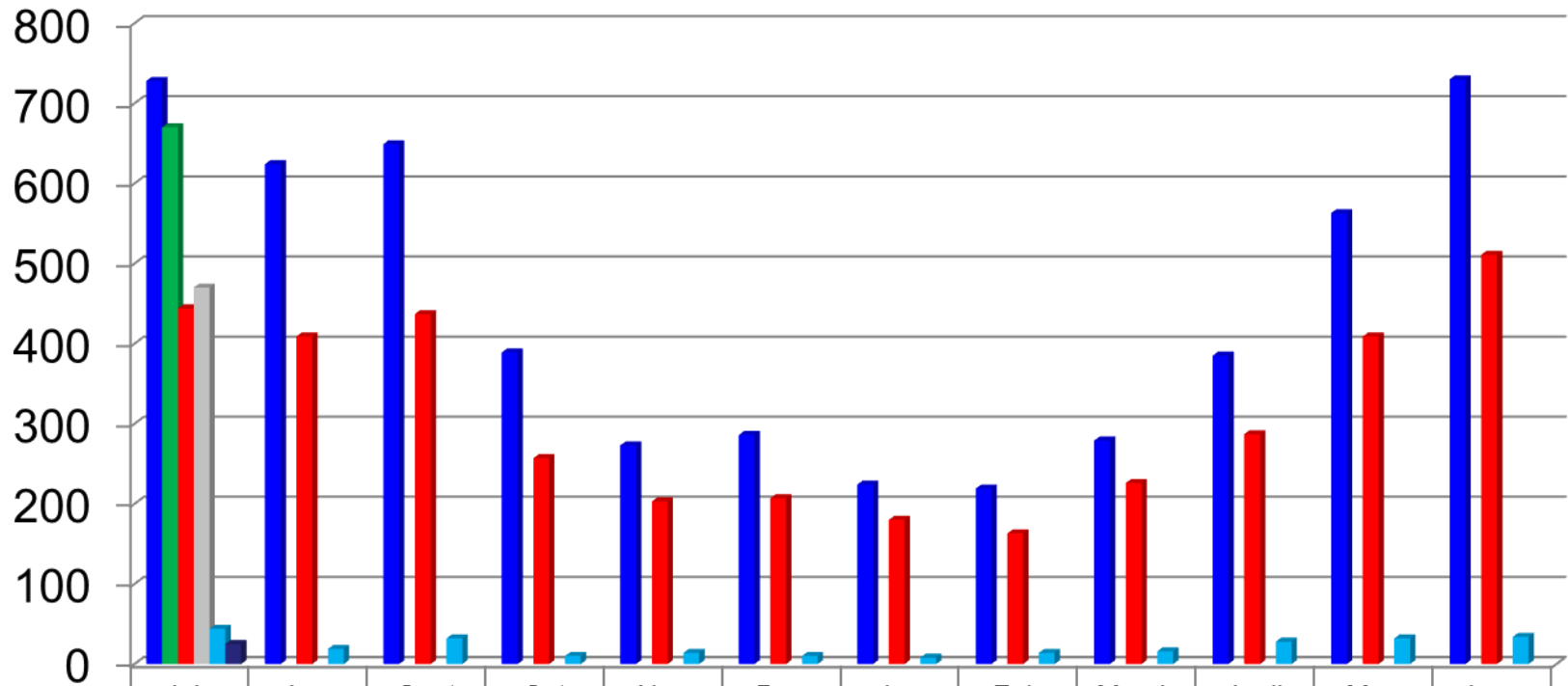
June 2013 & July 2013

	Calls		Abandoned		Avg Talk Time		Avg Wait Time		Max Wait Time	
	June	July	June	July	June	July	June	July	June	July
English	5933	8495	261	577	1:46	1:56	0:20	0:35	1:41	1:37
English Overflow	639	2137	128	535	1:48	2:08	1:11	1:38	4:38	5:18
Spanish	414	611	56	126	2:14	2:34	0:15	0:28	1:35	1:43
Spanish Overflow	21	91	2	28	2:00	3:11	0:49	1:36	2:50	5:36

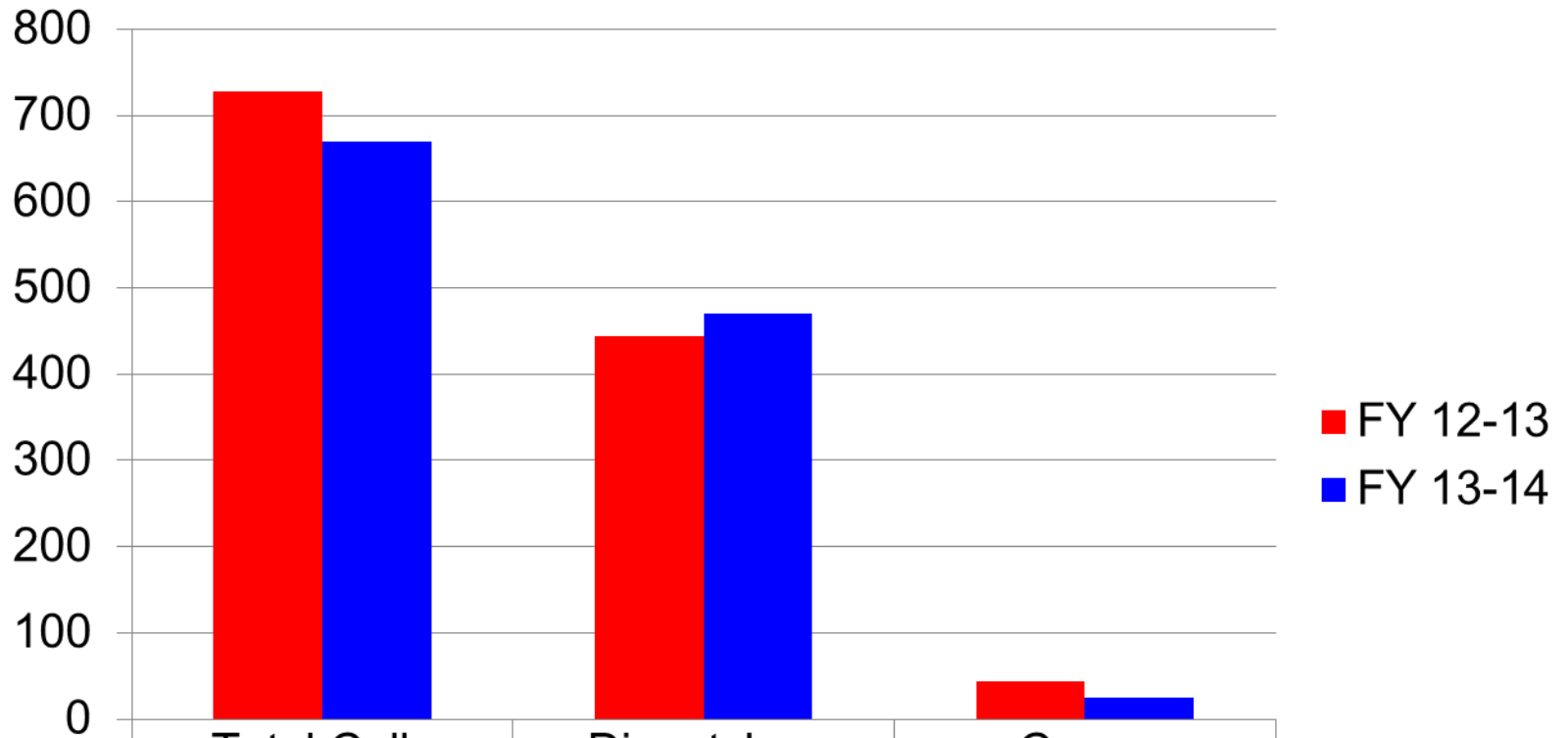
Noise Complaints-Action Taken

Action Taken	Counts
Arrest Made	4
Civil matter	2
Declined Police Action	5
Erroneous Call	1
Group Dispersed	4
Incident Report Filed	4
Left Scene Before Officer Arrived	33
Motor Vehicle Arrest	0
Other Action	293
Parking Ticket Issued	4
Referred to Other Agency	0
Settled by Officer	34
Traffic Infraction Issued	2
Unable to Locate	12
Verbal Warning	45
Written Warning	0
Cancel Call	13
Total	456

Noise Complaints-By Month

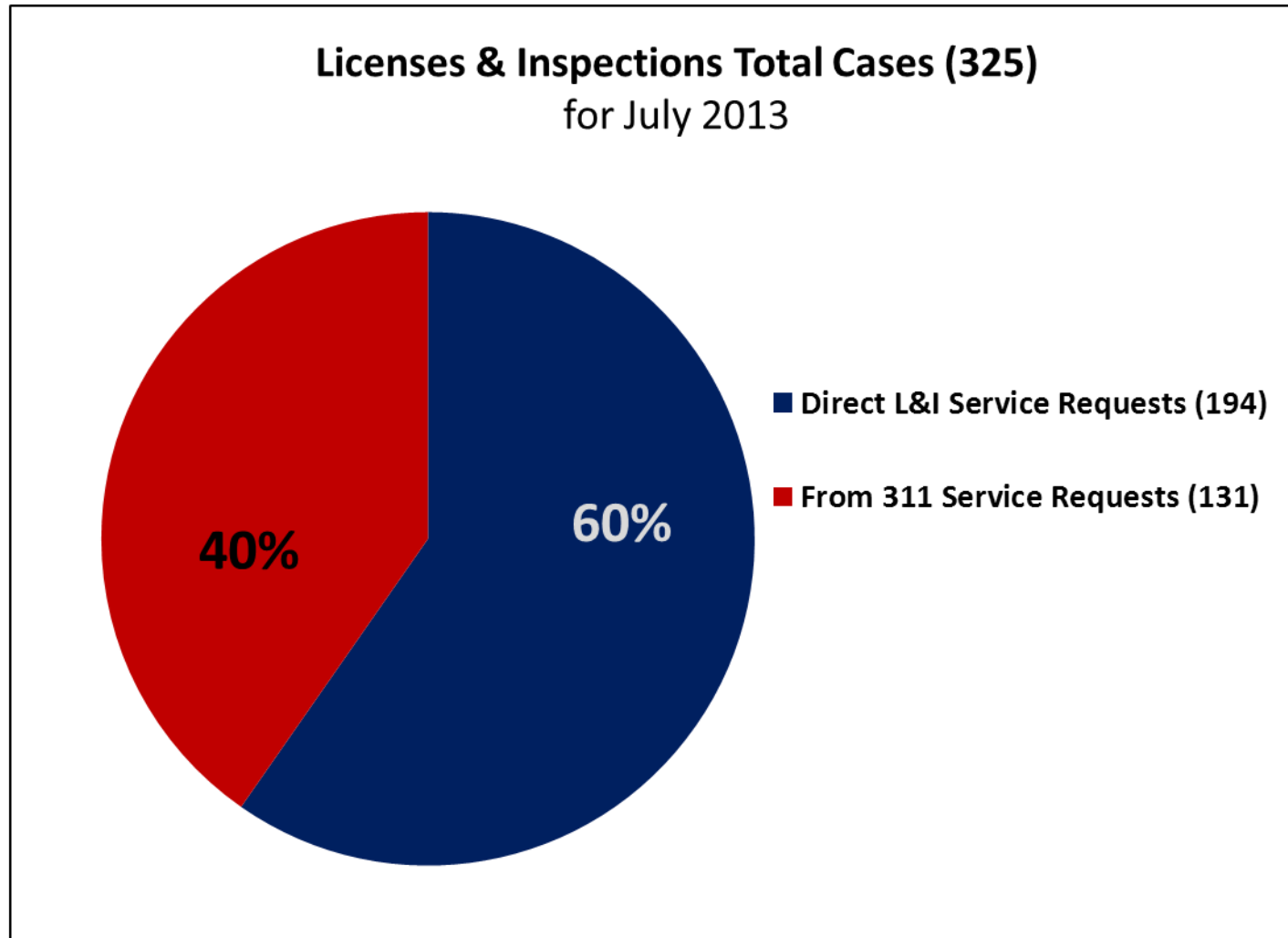
[illegible]

Noise Complaints-Year / Year



FY 12-13	728	444	44
FY 13-14	670	470	25

Dev. Services- L & I Housing Code Inspections



Dev. Services- Housing Code Violations

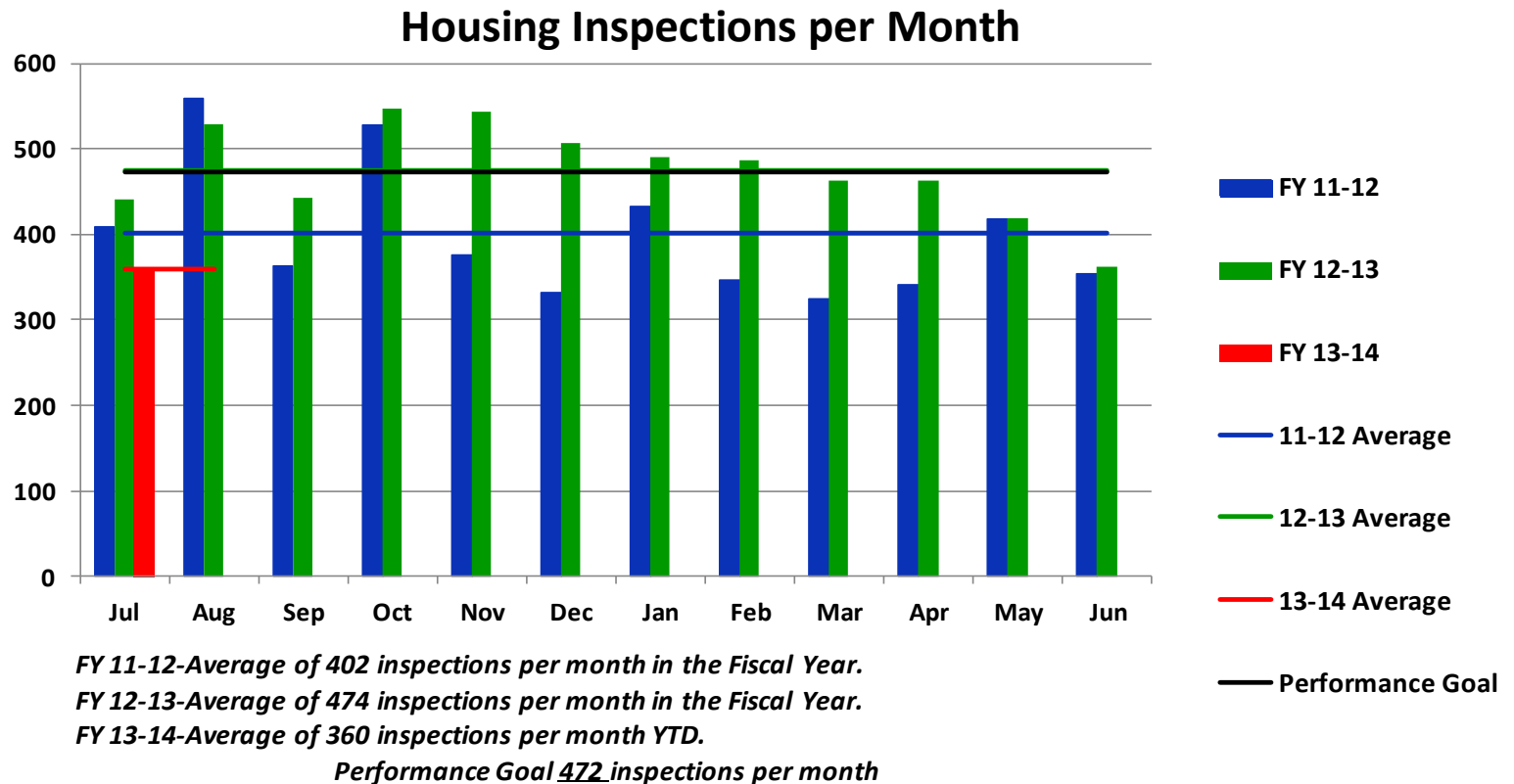
July 2013

	FY 11-12	FY 12-13	YTD JULY FY 13-14	FY 13-14 YTD Projection
Total Housing Code Violation by LSNI Districts	3,307	3,868	323	3,876
North	914	946	92	1,104
Central	477	541	31	372
South	720	1,009	63	756
West	1'072	1,259	130	1,560
North/South Meadows	124	113	7	84

Violations by LSNI Inspection Areas, FY 13-14

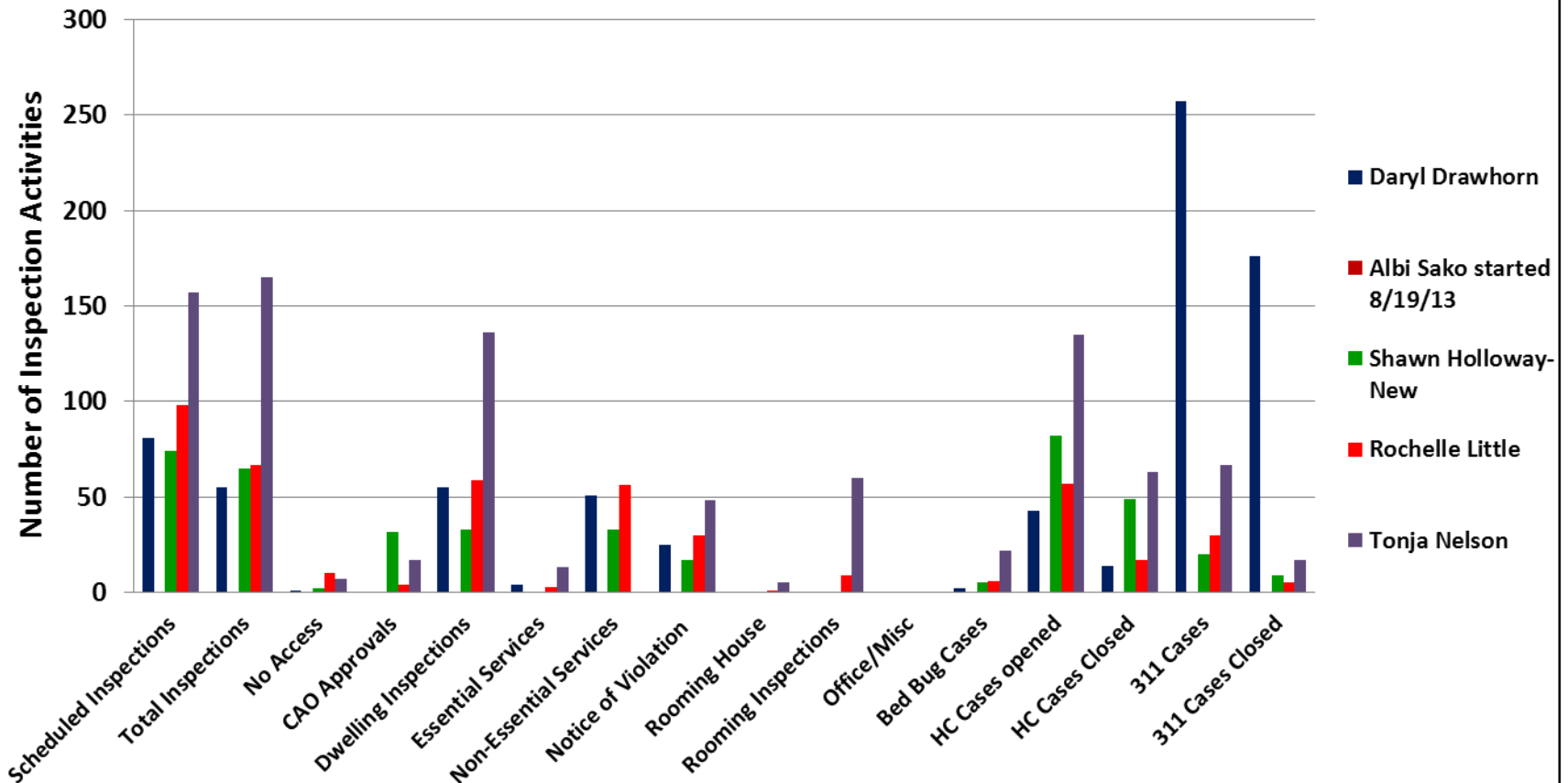


Dev. Services- L & I Housing Code Inspections



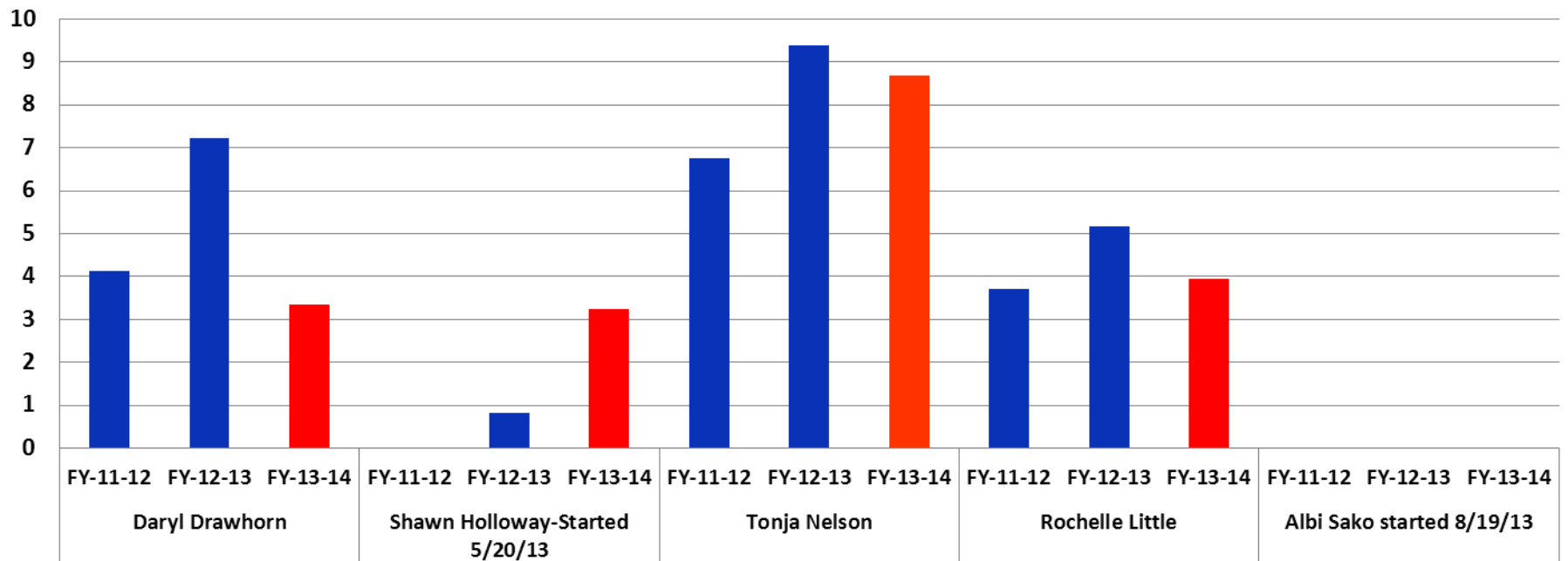
Dev. Services- L & I Housing Inspections

L & I Individual Inspectors 2013-2014 YTD Activities

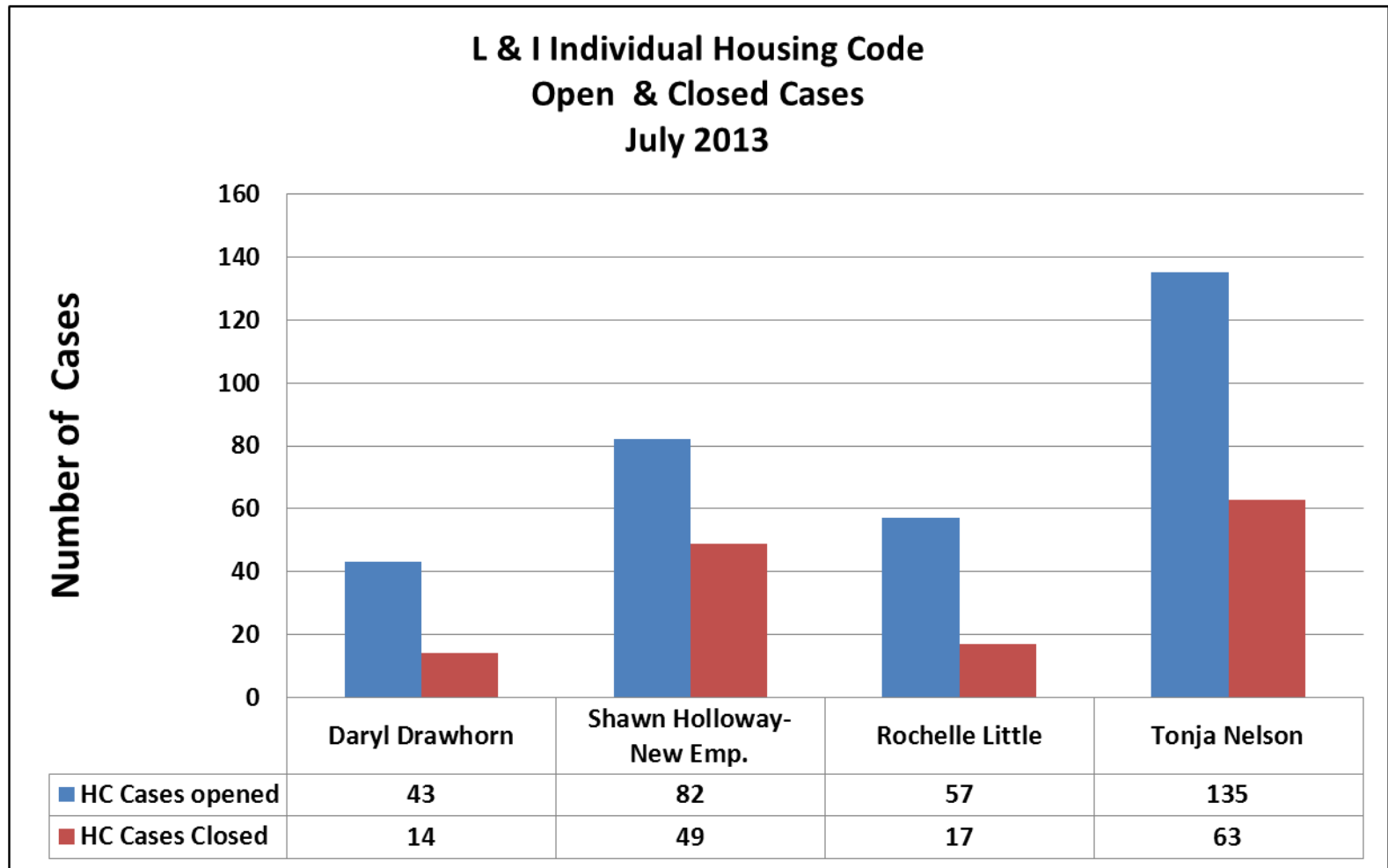


Dev. Services- L & I Housing Inspections

**Average # Inspections per Inspector per Day
YTD through July 2013**



Dev. Services- L & I Housing Code Inspections



YTD Total Inspectors Cases	Open- 317	Closed - 143
----------------------------	-----------	--------------

Dev. Services- Zoning Regulatory Inspections & Cases thru June 2013.

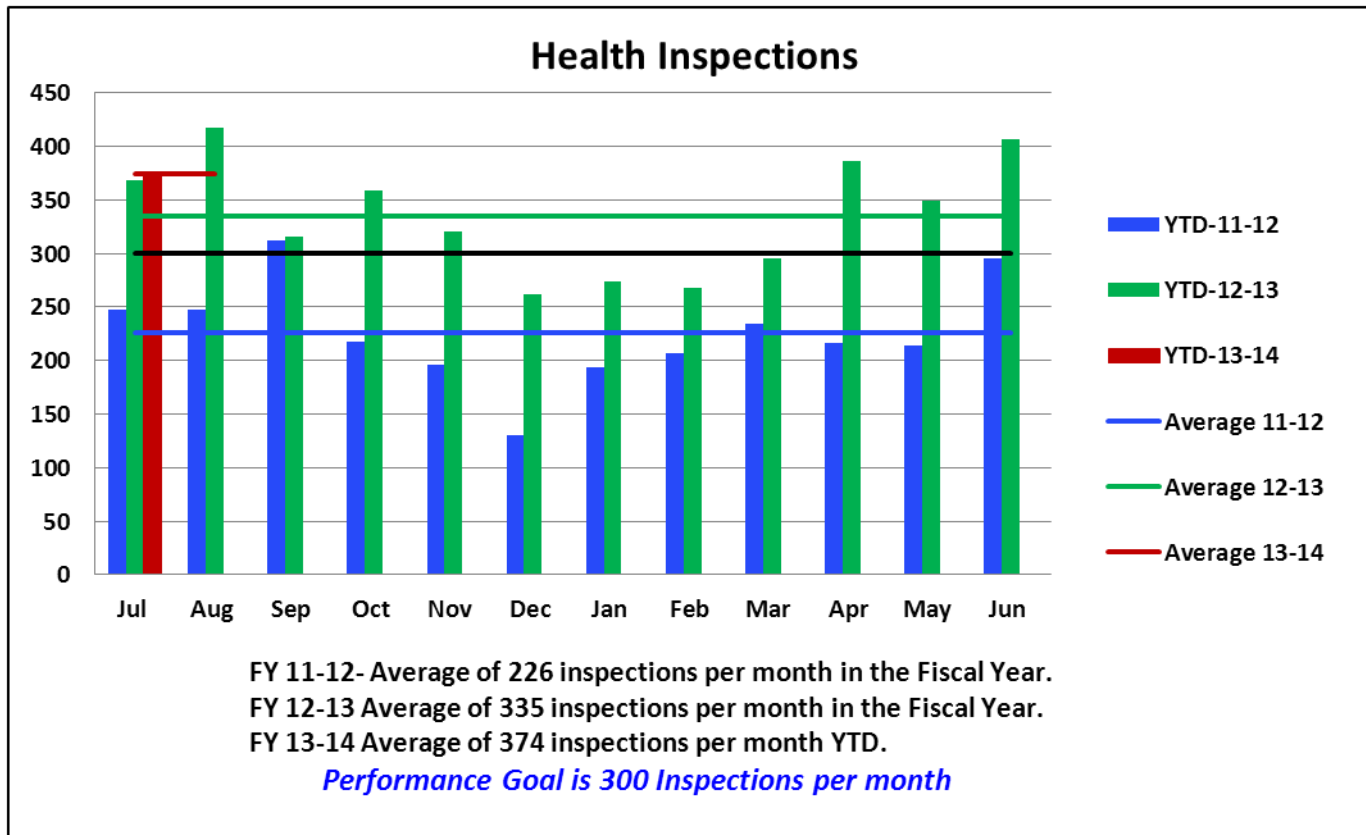
1 of 2.

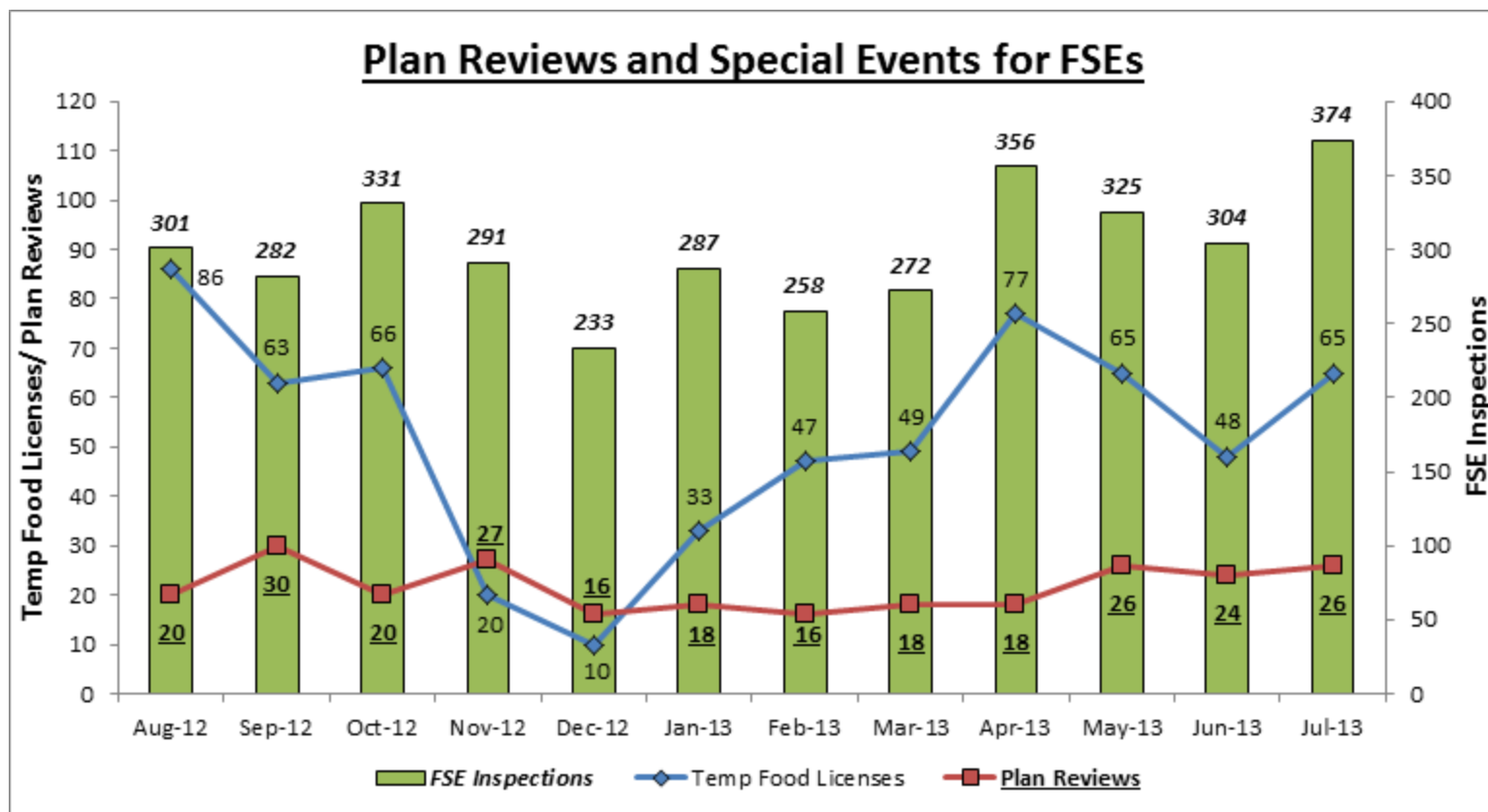
Inspector	Month	Scheduled Inspections KOO/TM	Total Insp KOO/TM	No Access	Illegal rooming houses	Excessive Vehicles @ Residential	Repair/park Vehicles @ Commercial	Change of use, Illegal use, no Permit
Kionna Osayande	July-13	56/72	42/73			2	2	7
Started on 8/20/2012	August-13							
Tammy McBride	September-13							
Started on 4/15/2013	October-13							
	November-13							
	December-13							
	January-14							
	February-14							
	March-14							
	April-14							
	May-14							
	June-14							
Totals FY-last month		128	115	0	0	2	2	7
Total by FY-Insp Report	7/1/13-07/31/13 Report ran on 08/14/13							
		128	115	0	0	2	2	7

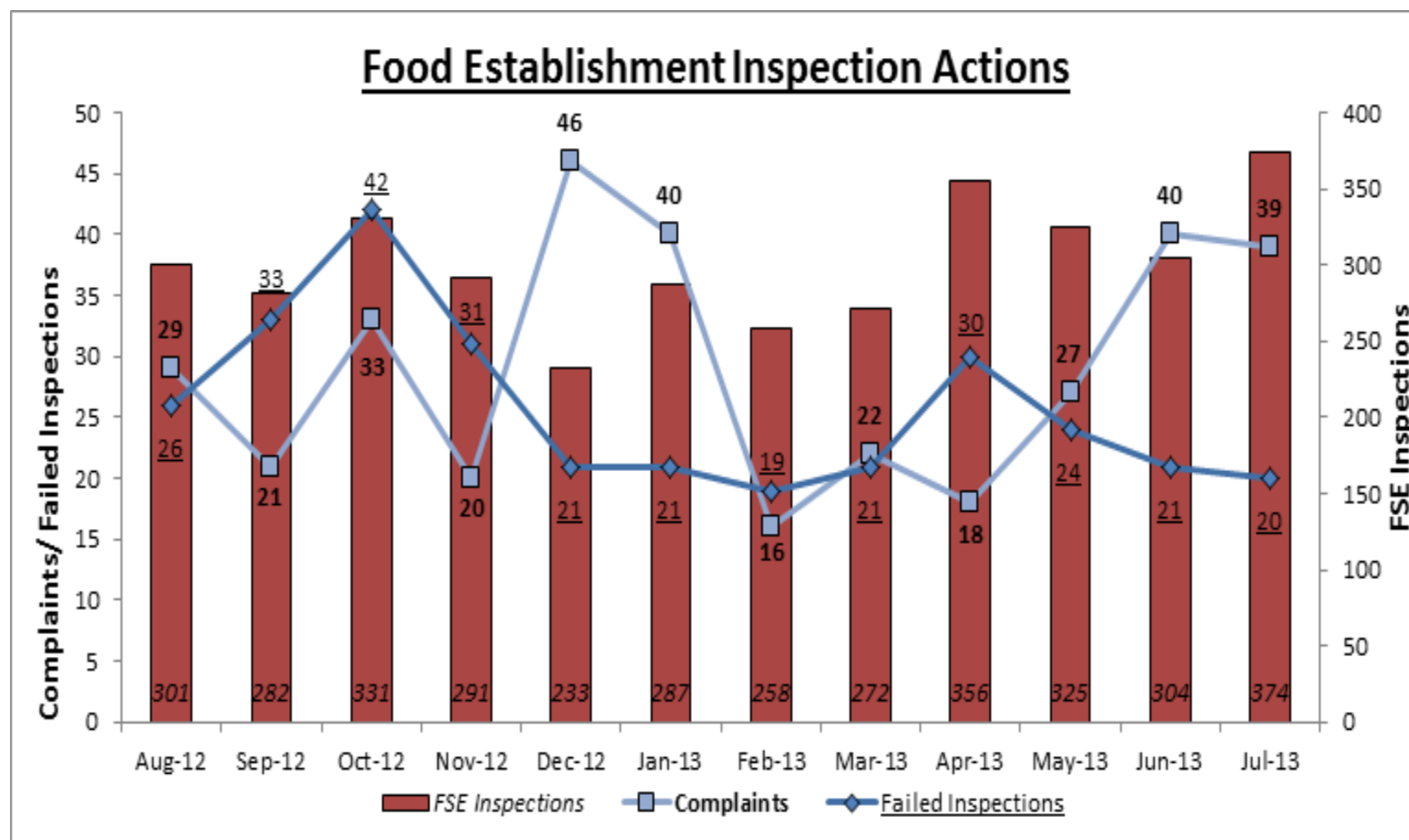
Dev. Services- Zoning Regulatory Inspections & Cases thru June 2013

2 of 2.

Inspector	Sign/ Fence Violations	Rooming House/ LSNI- Compliance	Initial contact letters sent	Notice of Violations sent	Sent to Corp Counsel	Cases created	Cases Closed	Cases from 311	Closed 311 cases
Kionna Osayande	27		14	3		39	6	5	2
Started on 8/20/2012									
Tammy McBride									
Started on 4/15/2013									
Totals FY-last month	27	0	14	3	0	39	6	5	2
Total by FY-Insp Report									
	27	0	0	0	0	39	6	5	2

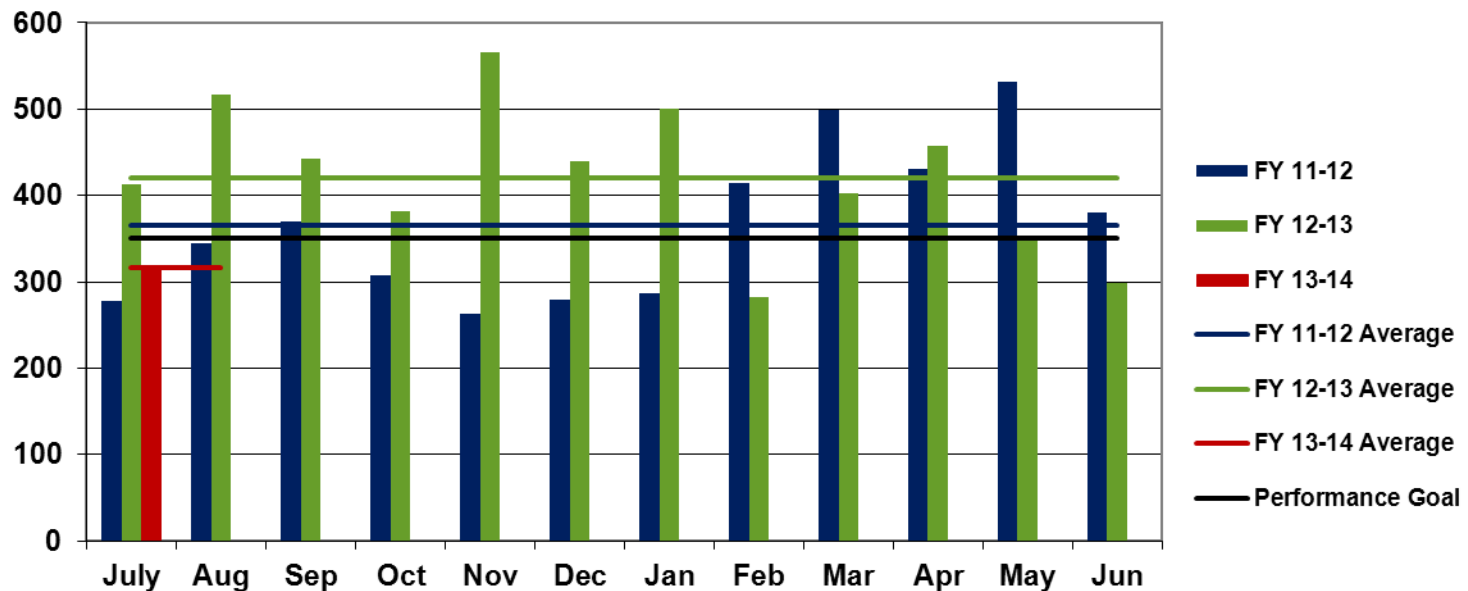






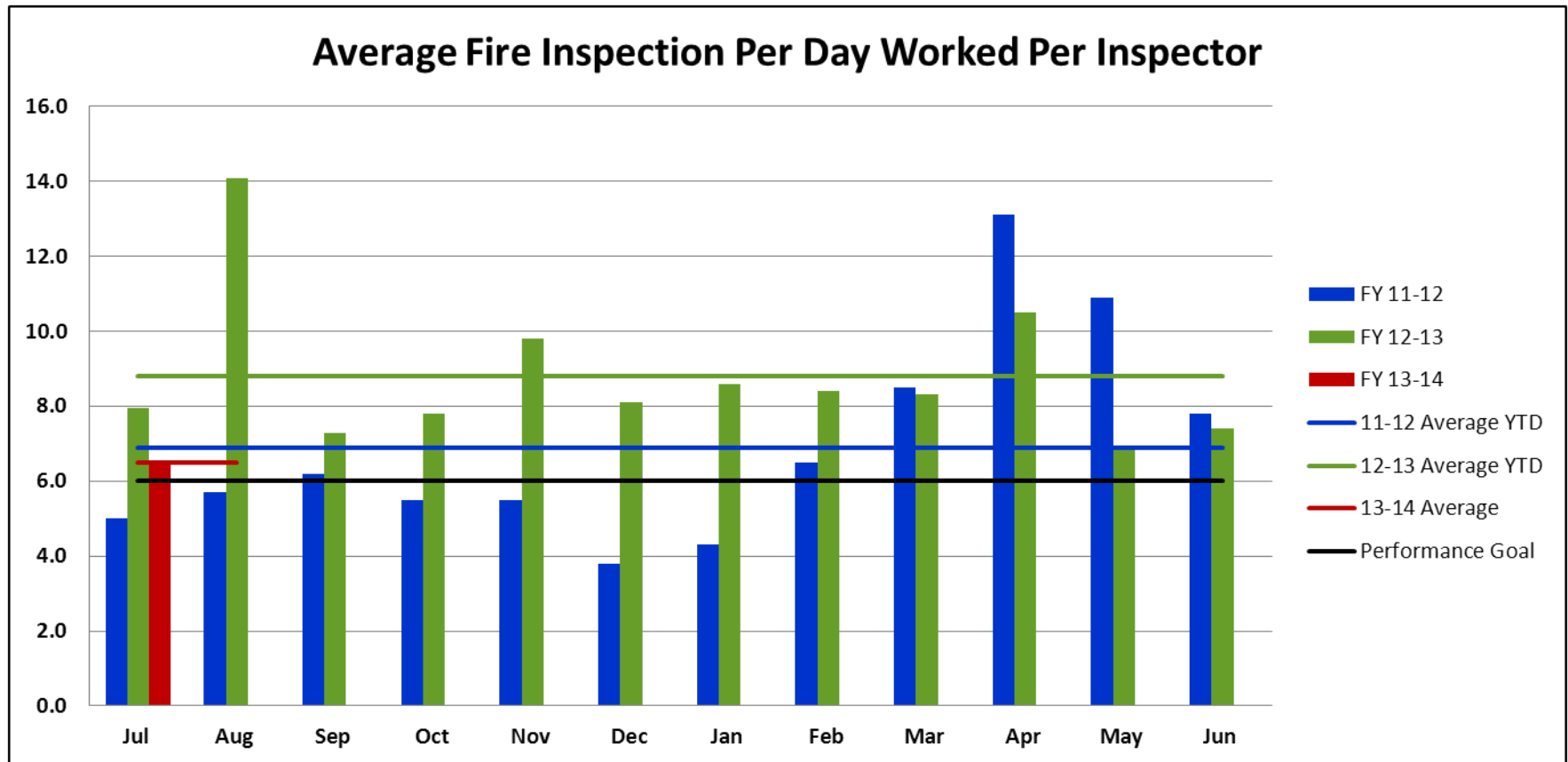
Fire

Comprehensive Inspections/Activities by Month

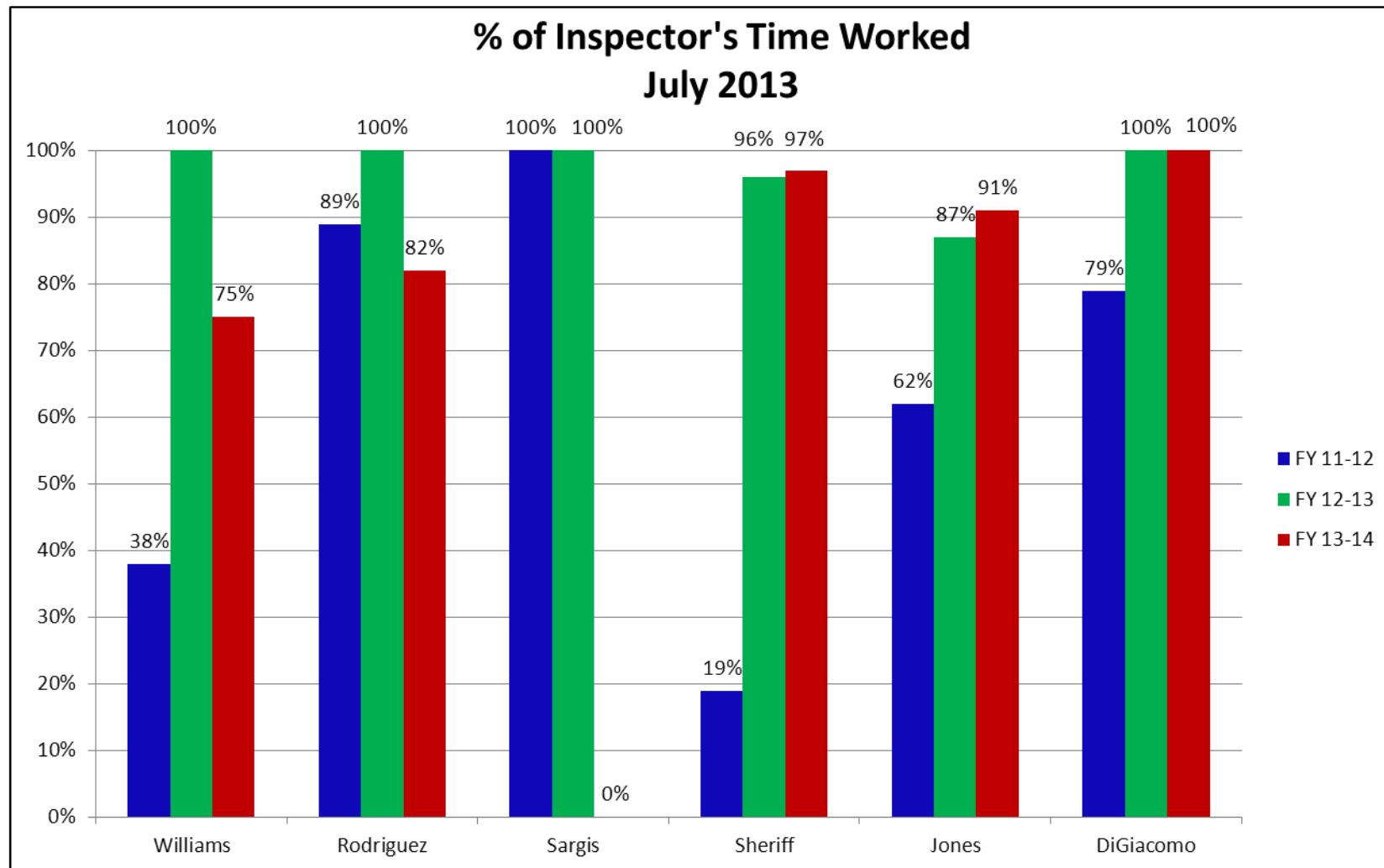


*FY 11-12- Average of 366 inspections per month in the Fiscal Year.
FY 12-13- Average of 421 inspections per month in the Fiscal Year.
FY 13-14-Average of 316 inspections per month YTD.
Performance Goal 350*

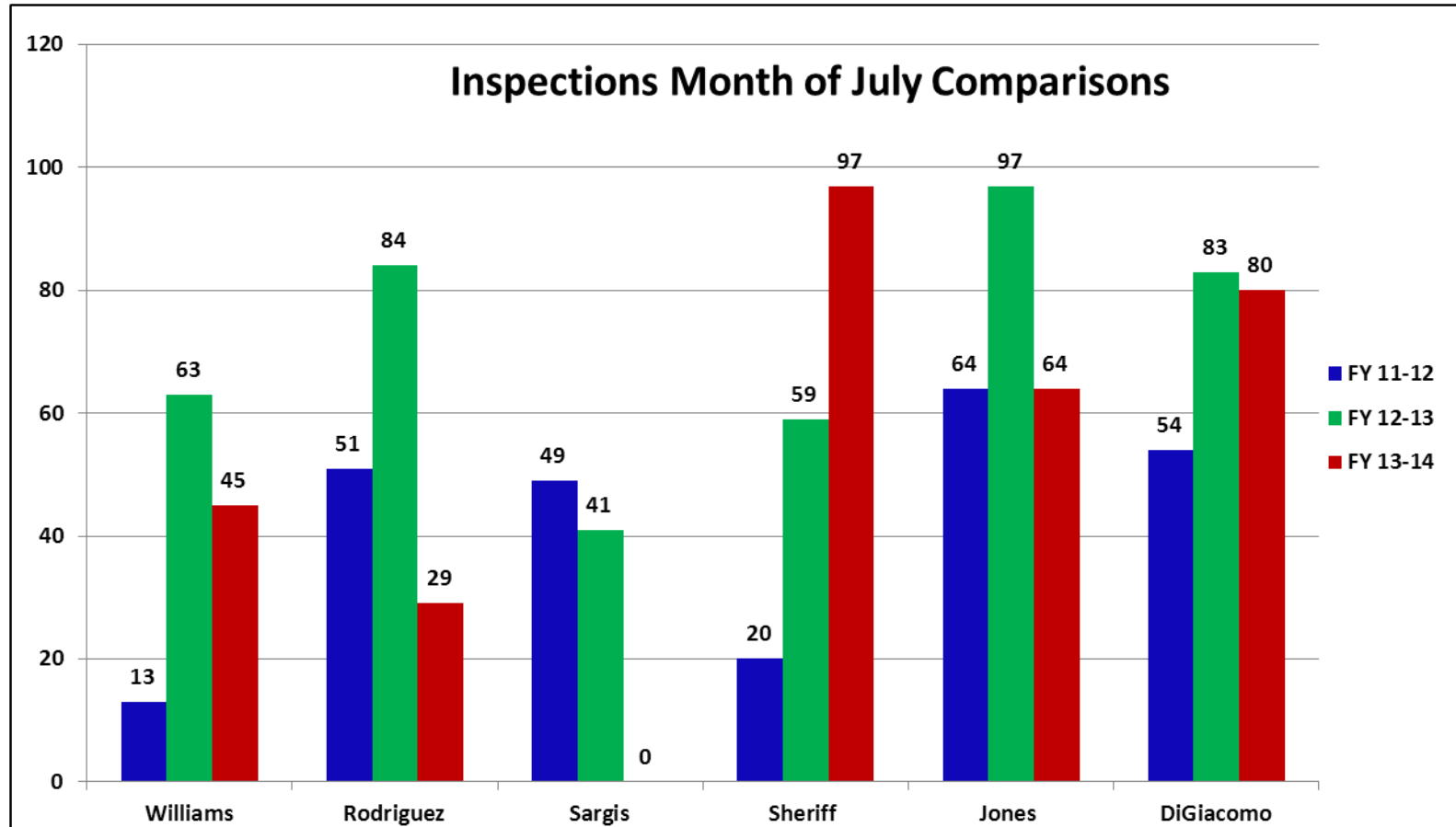
Fire



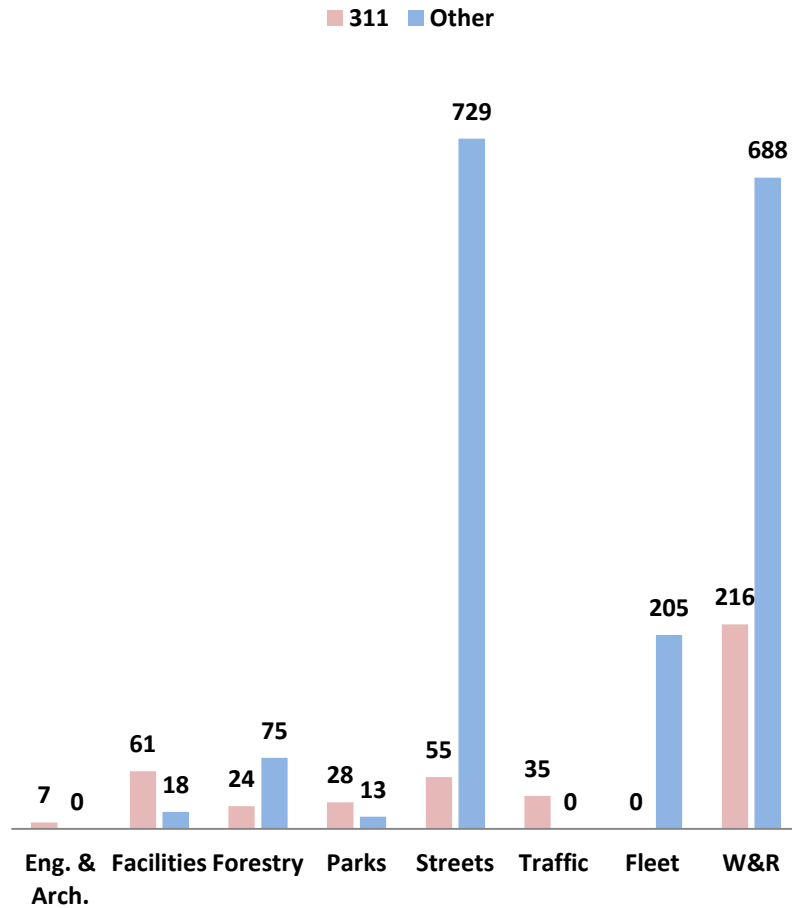
Fire



Fire

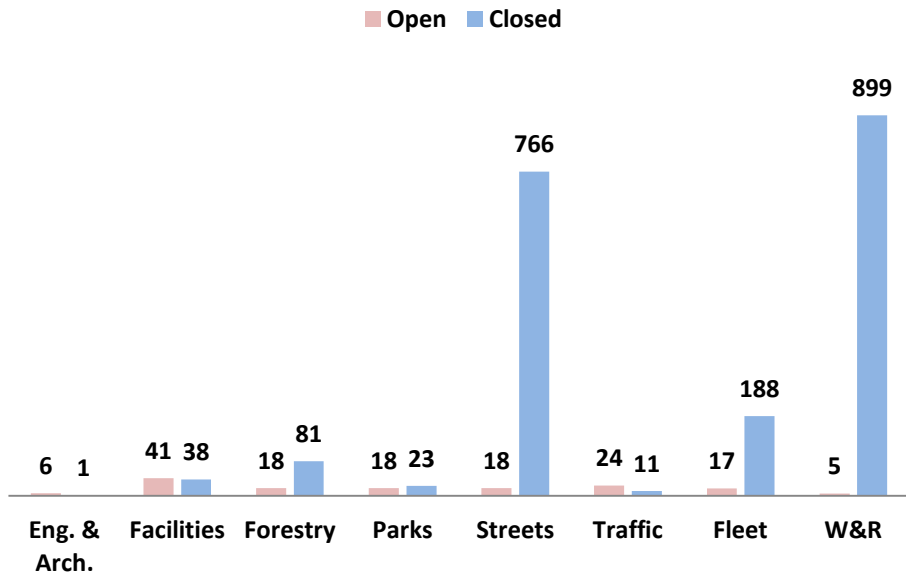


DPW Case Origin



	311 Cases	Other	Total	311 Cases %
Eng. & Arch.	7	0	7	100%
Facilities	61	18	79	77%
Forestry	24	75	99	24%
Parks	28	13	41	68%
Streets	55	729	784	7%
Traffic	35	0	35	100%
Fleet	0	205	205	0%
W & R	216	688	904	24%
Total	426	1728	2154	20%

DPW Case Activity



	Open	Closed	Total Cases	% Cases Closed
Eng. & Arch.	6	1	7	14%
Facilities	41	38	79	48%
Forestry	18	81	99	82%
Parks	18	23	41	56%
Streets	18	766	784	98%
Traffic	24	11	35	31%
Fleet	17	188	205	92%
W & R	5	899	904	99%
Total	147	2007	2154	93%

DPW Case Facts

- DPW Total Cases for July, 2013: **2154**, and **20%** of these work orders generated from **311 Call Center**, and **93%** of cases from July are **closed**
- Highest number of work order type received:
 - E-Waste: 677
 - Pothole: 593
- *Division with the highest number of work orders received:*
 - *Waste & Recycling: 904 (42% of all W/O)*
 - *Streets Services: 784 (36% of all W/O)*
 - *Fleet: 205 (10% of all W/O)*



Next Steps

- ▶ 9/09/13: Follow-Up Items Released
- ▶ 9/16/13: Data & Follow-Up Items Due

Jackie Baker
jbaker@hartford.gov
860.757.9549

- ▶ 9/23/13: Presentation Distributed to Attendees
- ▶ 9/24/13: Next Meeting



Thank You